



LEAFLET

02

Carrying out repairs to your property

A guide for residents who rent

JRHT JOSEPH
ROWNTREE
HOUSING TRUST

JRHT has a legal duty to carry out repairs to the properties it owns and manages. This policy sets out our responsibilities and explains our priorities to carry out repairs to residents' homes. It also explains which repairs we will not carry out and when we will recharge you for repairs which we have done but are not our responsibility.

Leaseholders, shared owners and some residents who live in our care homes will have separate agreements with JRHT around our repairing obligations. Our staff will clarify individual circumstances if this is required.

Repairs reporting

You can report repairs as follows;

- By telephone on 0800 5870211.
- In person to The Garth. The office is open from 8am to 5.00 pm, Monday, Tuesday, Thursday and Friday and from 10am to 5.00pm on Wednesday.
- Outside these hours, calls are diverted to the emergency call out telephone number.
- Online via www.jrht.org.uk/contactus/request-a-repair

Appointments

We will make appointments to carry out certain repairs. Appointments will be made at mutually convenient times and dates. They will generally be for a specific morning or afternoon, during the normal working week, i.e. Monday to Friday, between 8am and 4.30pm unless they are an emergency repair, in which case we will attend within 24 hours.

If, for any reason, we are unable to meet an appointment then we will tell you as soon as possible and a new appointment will be arranged. If you want to change your appointment, please let us know before we attend your property. We will cancel your repair after 48 hours if we are unable

to gain access to your property and you haven't notified us of a new appointment.

Job priorities and response times

Repairs are prioritised according to the type of repair. These are;

Emergency repair – attended within 24 hours.

This applies to any repair that is likely to cause an immediate risk to residents, their homes or belongings, for example:

- burst water pipes causing severe damage;
- major water ingress through doors and windows;
- blocked drains where foul water is overflowing inside the property;
- dangerous structures that could imminently collapse or fall, that are a risk to life or property;
- electrical faults that are an immediate risk to life or property;
- blocked foul drains, affecting use of WC etc.;
- total loss of electric power;
- no heating or hot water;
- repairs to doors or windows, where there is a genuine security risk;

- loss of warden/care staff call systems at sheltered housing schemes and care homes;
- total loss of water supply;
- major roof leaks that could result in serious damage or loss of services;
- pipe leaks that could result in serious damage or loss of services; and
- lift failure.

Out-of -hours emergency repair service

JRHT provides an out-of-hours emergency repair service throughout the year, including weekends and bank holidays. This service is managed and provided by JRHT staff. The out-of-hours emergency repair service can be contacted on 0800 5870211 after 5.00pm. This service is for genuine emergency repairs only, as defined above.

Urgent Repair – within 5 working days

This applies to any repair that could lead to minor damage, or has resulted in partial loss of an essential service to residents, for example:

- minor plumbing leaks and overflows;
- fitting of grab rails, extra handrails and other minor aids;

- faulty thermostats, programmers, radiators, pumps (where the fault has resulted in total loss of heating and/ or hot water, in which case it will be graded as an emergency repair);
 - faulty fires (unless the only form of heating in which case it will be graded as an emergency repair);
 - minor electrical faults, i.e. sockets, lighting, switches;
 - minor roof leaks, (not sheds, garages or outhouses);
 - faulty door locks and window fasteners;
 - minor plumbing repairs, i.e. faulty taps etc.;
 - faulty communal television system;
 - damaged stair treads, handrails or banisters;
 - blocked gullies and surface water drains;
 - defective paths, potholes that could result in an accident;
 - replace missing roof tiles;
 - reglazing broken single glazing in doors and windows; and
 - faulty door entry systems.
- wall tiling and sealants;
 - making good plaster;
 - kitchen unit repairs;
 - gutter repairs and cleaning;
 - boundary gates;
 - garage, outhouse and shed roof leaks;
 - replacement of faulty double glazed units;
 - remedial decorations after repairs;
 - minor joinery repairs;
 - replacing tap washers and other minor plumbing repairs;
 - easing of doors and windows;
 - demonstration of services, e.g. heating, warden-call etc. and
 - replacing broken clothes posts and rotary driers.

Right to repair

The right to repair sets out your rights to compensation if we fail to carry out a 'qualifying repair' within the set response time.

The right to repair scheme covers certain repairs, known as 'qualifying repairs', which cost less than £250 to carry out. You are entitled to compensation if you report a repair or maintenance problem which affects your health, safety or security and we fail twice to make the repair within the set timescale. Compensation is currently £10, plus £2 a day, for each

Routine Repair – attend within 20 working days

This applies to repairs that are not urgent and that do not cause serious discomfort, inconvenience or nuisance or long term deterioration of the building, for example;

day the repair remains outstanding, up to a maximum total of £50.

The scheme does not apply to:

- repairs which are not our responsibility, such as repairs to furniture and appliances owned by you;
- repairs to fixtures and fittings damaged by the actions of you or someone in your household;
- if you tell JRHT the repair is not needed;
- if you don't allow access for repairs; or
- if specialist materials are needed to complete the repair.

The right to repair timescales apply to the following repairs:

1 working day

- there is no water or electricity;
- there is no gas, or the supply is reduced;
- windows or doors are not secure (eg following a burglary);
- there is a leak from a pipe, tank or cistern;
- the flue to an open fire or boiler is blocked;
- the heating or hot water are not working between 31 October and 1 May;

- the sewage drain or soil stack are blocked (or you only have one toilet and it can't be flushed);
- electrical lighting or other fittings are unsafe.

3 working days

- there is a partial loss of water or electricity;
- the heating or hot water are not working between 1 May and 31 October;
- a sink, bath or basin is blocked; • a tap cannot be turned;
- there is a loose banister or handrail, or rotten wood on the floor or stair treads.

7 working days

- the roof is leaking;
- a door entry phone is not working;
- an extractor fan is broken.

Programmed and non-urgent works
This applies to non-urgent repairs and other works that follow a pre-inspection, are part of a programme of work, rechargeable work or an improvement to a property. This type of work needs to be programmed or planned dependent upon the nature of the work and the priority to complete it. Examples of this type of work are:

- pre-painting repairs to meet external redecoration programmes;
- rechargeable work which we agree to undertake on your behalf, for example: installation of tenants' own fittings, eg security lights, extra door and window locks;
- modernisation and improvements;
- external and internal re-decoration works;
- re-pointing brickwork;
- gutter cleaning.

Cyclical maintenance

Cyclical maintenance is carried out to comply with legislation and ensure properties are maintained to a high standard and are safe for residents and staff. We carry out some works and repairs on a cycle or seasonally, depending on the nature of the work. For example, we are responsible to carry out annual gas servicing if you have gas installed in your property.

We will also carry out testing to electrical installations, such as alarms. Specialist equipment will be serviced and maintained at regular intervals by suitably qualified people. We will arrange appointments to carry out this work if we need to gain access to your property.

Resident's responsibility

You are responsible for repairing or replacing:

- Showers that were not installed by JRHT;
- your own security lights;
- draught excluders;
- plugs and chains in sinks and baths ;
- Light bulbs or light strips;
- Cookers, including installing or capping off;
- Sheds and fences not supplied by JRHT.

This list is not exhaustive and our staff will be able to advise you further. We will not fit kitchens, bathrooms, security alarms or CCTV on behalf of residents.

You are responsible for the internal redecoration of your home and keeping decoration to a good standard. JRHT is responsible for the redecoration of communal staircases, landings and communal rooms.

Rechargeable work

JRHT will recharge you for work we carry out which is not our responsibility. This could be for:

- Willful damage or neglect to property that is in breach of the tenancy agreement;

- Forced entry and renewal of locks and keys where residents have lost their keys and cannot gain access (unless there are exceptional circumstances);
- Attending to emergency repairs for leaseholders.

You will be notified, prior to work commencing, that the work is rechargeable and, if possible, given an approximate estimate of cost. You will have to agree for us to carry out the work, based on the rechargeable cost.

Carrying out inspections before and after repairs

Accurate inspection of repairs to properties is an essential part of our repair and maintenance service.

Whether an inspection needs to be carried out is dependent upon the nature of the repair. Certain types of work will require an inspection before any work is carried out. This could be:

- work that forms part of an insurance claim or compensation claim;
- multiple repairs where there are a number of different causes;
- work that needs to be clarified, based on the information we have been given;
- work that may cost over £1000;
- further work required as a result of faulty work or damage; or
- work which may be dangerous or a risk to health and safety.

We will arrange an appointment with you. Inspections will be prioritised by urgency of the repair. After the inspection, you will be advised of the extent of the work required and a timescale to carry out the work.

Inspections after work has been completed

Inspections of completed works are an important part of monitoring and checking on the standard and quality of work.

We will inspect:

- work that costs over £1000;
- work that has resulted in a complaint from a resident;
- work of a specialised nature, e.g. disability adaptation;
- work that is significantly different from the repair ordered;
- any work that was undertaken because of a risk to health and safety.

Our service standards and customer care

Providing a high standard of service to all residents is a priority for JRHT. This requires a high level of commitment from all staff and close consultation with residents to ensure the desired standards are being achieved. In order to achieve a high standard of service we will provide the following;

Equal access to services

We will consider the individual needs of residents. Disabled, elderly and more vulnerable residents may need appointments at their homes, rather than discussing a request over the telephone or travelling to one of our offices.

Service standards

These set out the standard of service you can expect from staff. These include keeping to an appointment, completing a job first time where it is possible to do so, having regard to the resident's needs, such as special requirements when attending a resident's home, and following our code of conduct. We will monitor our service standards to ensure we continue to offer a high level of service.

Complaints procedures

JRHT aims to be a caring and efficient landlord providing a high quality service to its residents. Should we fail to satisfy a resident in any aspect of our work and they wish to make a complaint, the procedure is set out in the complaints leaflet. This details the differing stages in the process of dealing with the complaint, until such time as the matter is resolved.

Customer satisfaction

We will ask you for feedback after we have carried out repairs. This provides useful information on the quality of service provided. Satisfaction surveys will be carried out by telephone or postal questionnaires and we will publish the results from comments returned to us.

Gas safety

If you smell gas or fumes, or are concerned about gas safety, call the National Gas Emergency Service on 0800 371787

As your landlord, we are bound by law to carry out an annual safety check on our gas appliances. As a resident, you too have responsibilities. Here we set out what these are, how to avoid putting yourself at risk from faulty gas

appliances and what you can expect from us.

Our duty as your landlord

We are committed to your safety and we take our responsibilities on gas safety very seriously. As your landlord we will ensure:

- Gas fittings (appliances and pipe works), and flues, installed by us are maintained in safe condition.
- All installation, maintenance safety checks and annual gas servicing is carried out by a Gas Safe registered gas installer.
- A gas service is carried out on each appliance/flue in your home every year. When you take up a new tenancy all gas appliances/flues will be checked before you move in.
- We keep a record of each annual gas service.
- We give you a copy of the current gas safety certificate for your home when completed or, if you are a new resident, a copy will be included in your Welcome Pack.

Your duty as a resident

- You must allow us access to your home to carry out maintenance or safety checks on our gas appliances.
- If you want to replace a gas appliance always seek permission

from your Neighbourhood Services Officer.

For your safety, always use a Gas Safe registered gas engineer to carry out any work to a gas installation in your home.

- If you have any doubt about the safety of gas equipment, it should be turned off and you should contact us immediately. Call Freephone 0800 5870211.

Failure to give reasonable access to your home to allow us to complete this check is dangerous for you, your family, and your neighbours. It is also a breach of your tenancy conditions, which could result in legal action to enforce access or end your tenancy.

Improvement to your Home

If you wish to carry out any improvements to your home, you must obtain our permission. Please write to the Property Services Manager, Joseph Rowntree Housing Trust, The Garth, White Rose Avenue, York YO32 4TZ stating full details of the work or call our Customer Service Team on 0800 5870211 for advice.

Joseph Rowntree Housing Trust

Head Office

The Garth

White Rose Avenue

New Earswick

York

YO32 4TZ

Reception open Mon to Fri from 8.30 am to 5pm (Wed 10am to 5pm)

Tel: 0800 587 0211 (this line is diverted to the emergency call line outside the above hours)

Other offices where you can make enquiries or pay your rent/charges:-

Plaxton Court

Woodlands Drive

Scarborough

YO12 6QT

Reception open Mon - Fri from 9am to 5pm.

Weekends 10am to 2pm

Tel: 01723 340290 (this line is diverted to the emergency call line outside the above hours)

Hartfields Retirement village

Merlin Way, Bishop Cuthbert

Middle Warren

Hartlepool

TS26 0US

Reception open Mon - Fri from 8.15am to 12am and 6pm to midnight

Weekends 10am to 2pm and 6pm to midnight

Tel: 01429 855070 (during reception hours)

Tel: 07980 705713 (out of hours emergency line)

Email: information@jrht.org.uk

Visit our website: www.jrht.org.uk

JRHT is a registered housing association, managing around 2,500 homes, and is a registered provider of care services.

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